DYNAMICS OF COUNSELLING

Microskill Model

(Transactional Analysis and Neurolinguistic Programming are included)

D. John Antony, O.F.M. Cap.

*******

Anugraha Publications
Assisi Ashram, Pampanvilai
Nagercoil – 629 201
Tamil Nadu, INDIA

*******
DEDICATION

This book is affectionately and gratefully dedicated to all those who have touched me and facilitated my growth.
ACKNOWLEDGEMENTS

I owe a debt of gratitude to:

Fr. B. Aruldass who as a superior and the provincial encouraged me joyously and generously to learn and practice counselling;

Fr. I. Joseph and Fr. Arockiam for their abiding interest in my growth and their personal and professional help all through;

My professors, B.J. Prashantham, Meena, Carlos, A. Welch, Saroj, Victor Padmakar, K.C. Joseph and Waldo who taught me the ABC of counselling;

Fr. Dick McHugh, S.J., for having inspired me and taught me the techniques of NLP with a sense of humour and flexibility;

All the counsellor trainees who enriched my experience and sharpened my skills by their interactions and feedbacks;

Fr. Percy, the provincial for his gentle encouragement and support;

Fr. Jesudas, Rector of Amalashram and the members of the community of Amalashram for having provided me with all the facilities I needed to write this book and for having been greatly supportive;

Br. Arulprakasam and Br. S. Peter for having worked day and night to type out the materials for the press;
Fr. S.I. Wilson for having seen to the technical aspects of the publication;

Br. Vincent Babu for suggestions and help towards the getup of the book;

Sr. Genevieve, S.C.C., for having polished the language and given valuable suggestions, Sr. Rosy, S.C.C., for having made arrangements for the English correction of the materials and Miss Usha Amalarasi, Miss Hyacinth Pink and Miss Nalini Nambiar for having painstakingly done the English corrections, and

S. Pankiras for the beautiful Photographs.

May the Lord bless you and keep you;
May the Lord make his face to shine upon you, and be gracious to you;
May the Lord lift up his countenance upon you, and give you peace.

(Num. 6/24-26)
# DYNAMICS OF COUNSELLING

## TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transactional Analysis (Table of Contents)</td>
<td>xx</td>
</tr>
<tr>
<td>Neurolinguistic Programming (Table of Contents)</td>
<td>xx</td>
</tr>
<tr>
<td>Preface</td>
<td>1</td>
</tr>
</tbody>
</table>

## I. INTRODUCTION

## II. SCOPE OF COUNSELLING

1. Psychoneurosis                                             | 8    |
2. Psychosis                                                  | 9    |
3. Feeblemindedness                                           | 10   |
4. Psychopathic Personality                                   | 10   |

## III. ACQUAINTING

### FIRST STAGE

1. Welcoming                                                  | 13   |
2. ‘Small Talk’                                               | 14   |
3. Confidentiality                                            | 14   |
4. Time – limit                                               | 15   |
5. Enquiry about previous counselling                         | 16   |
6. Invitation to talk                                         | 16   |

## IV. OBSERVING

### SECOND STAGE

1. Energy level                                               | 17   |
2. The Body never lies                                        | 18   |
3. Non-verbal language                                        | 20   |
V. Founding
THIRD STAGE

1. Attending  28
   1) Distance  28
   2) Squaring  29
   3) Eyeing  29
   4) Open posture  30
   5) Leaning Forward  30
   6) Remaining relatively relaxed  30
   7) Minimal encouragement to talk  31
   8) Pacing or Mirroring  31

2. Involving  32
   1) Re-Evaluation Co- Counselling of Harvey Jackins  34
      (1) Theory  34
      (2) Kinds of discharge  35
      (3) Dividing attention  35
      (4) Techniques of dividing attention  35
      (5) Co-counselling  36

3. Expressing  36
   1) Kinds of expression  36
      (1) Ritual  36
      (2) Reports  37
      (3) Judgements  37
      (4) Feeling  37
      (5) Gut-level  38
   2) NLP Epistemology  38
   3) Metamodel Questions  41
      A. Generalization  41
         (1) Presupposition  41
         (2) Modal operators of Possibility & Necessity  41
         (3) Complex equivalence  42

   B. Deletion  42
      (1) Simple deletion  42
      (2) Lack of Referential Index  42
      (3) Comparative deletion  42
      (4) Unspecified verb  43
C. Distortion
   (1) Cause – effect
   (2) Mind-reading
   (3) Lost Performative
   (4) Universal Quantifiers

4. Let the Client Tell the Story
   (1) Reluctant and resistant client
   (2) Silence

4. Listening
   1) Pretending to listen
   2) Partial listening
   3) Selective listening
   4) Preconditioned listening
   5) Evaluative listening
   6) Filtered listening
   7) Sympathetic listening
   8) Total listening

5. Responding
   1) Helping skills pre-test
   2) Kinds of responses per EISPU
      (1) Evaluative (E)
      (2) Interpretative (I)
      (3) Supportive (S)
      (4) Probing (P)
      (5) Understanding (U)

   3) Kinds of responses as per Ego-states
      (1) Parent Ego State
      (2) Child Ego State
      (3) Adult Ego state
      (4) Responses from Ego State

   4) Responses seen as Transactions
      (1) Complementary Transactions
5) Manner of Communicating Responses (Leads)  82

6. Reflect the content  84
7. Reflect the Feeling  86
8. Reflect the deeper feeling  90

VI. DIAGNOSING  91
FOURTH STAGE

1. Faulty Situation  93
2. Faulty Thinking  93
   1) Irrational Beliefs  94
      (1) Being loved  94
      (2) Being competent  94
      (3) Being hurt  94
      (4) Having one’s way  94
      (5) Being a victim  94
      (6) Being in danger  94
      (7) Avoiding  94
      (8) Tyranny of the past  94
      (9) Passivity  95
      (10) Being problem less  95
   2) Parental Injunctions  95
      (1) Don’t exist  95
      (2) Don’t be you  96
      (3) Don’t be a child  96
      (4) Don’t grow up  96
      (5) Don’t trust  96
      (6) Don’t make it  96
      (7) Don’t think  97
      
      (8) Don’t be important  97
      (9) Don’t show your feeling  97
      (10) Don’t have your feeling  97
      (11) Don’t be sane  97
(12) Don’t enjoy 98
(13) Just plain don’t 98

3. Faulty Feeling 98
   1) Racket 98
   2) Reasons for racket 99
      (1) To get stroke 99
      (2) Parental behaviour 100
      (3) Magical thinking 100
      (4) Parental injection 100
      (5) To maintain basic positions 100
      (6) Not living in the present 100

4. Faulty Behaviour 100
   1) Mental Mechanism 101
      (1) Day dreaming 101
      (2) Rationalization 102
      (3) Compensation 102
      (4) Identification 102
      (5) Retreat 102
      (6) Projection 103
      (7) Introjections 103
      (8) Negativism 103
      (9) Displacement 104
      (10) Regression 104
      (11) Reaction formation 104
      (12) Escaping by illness 105
      (13) Suppression & Repression 105
      (14) Sublimation 105

   2) Psychological Games 105
      A. Victim’s Games 106
      (1) Cops and Robbers 106
      (2) Courtroom 107
      (3) Wooden leg 107
      (4) Poor me 107
      (5) Kick Me 108
      (6) Stupid 108
(7) Do me something 108
(8) If it were not for you 108
(9) Harried 108

B. Persecutor’s Games 109
(1) Rapo 109
(2) Blemish 109
(3) Now I’ve got you 109
(4) Uproar 110
(5) Let papa and mamma fight 110
(6) Coax Me 110
(7) Psychiatry 111

C. Rescuer’s Games 111
(1) Why don’t you 111?
(2) I am only trying to help you 111

5. Ask for a recent event of the problem 111

HELPING PHASE 113

VII. PACING 113
FIFTH STAGE 113

1. Facilitative genuineness 113
(1) Unfeigning understanding 114
(2) Accepting dilemma 114
(3) Clearing pipelines 114
(4) Expressing directly 115
(5) Being spontaneous 115
(6) Responding immediately 115
(7) Being non-defensive 115
(8) Being congruent 115

2. Respect 116
(1) Paying attention 116
(2) Physically prizing 116
(3) Valuing individuality 117
(4) Assuming goodwill 117
(5) Faith in potentials 117
(6) Faith in ability 117
(7) Faith in responsibility 117
(8) Giving freedom 117
(9) Maintaining neutrality 118
(10) Being honest 118

3. Primary level accurate empathy 120

A. Sympathy–Empathy Comparison 122

B. Behaviour modalities 122
   (1) Reporting content & feeling 122
   (2) Checking accuracy 122
   (3) Picking up core messages 123
   (4) Noting client resistance 123
   (5) Directing focused 123
   (6) Being firm and benevolent 123
   (7) Being flexible 123
   (8) Not parroting 123
   (9) Not being ahead 123
   (10) No client rambling 123
   (11) No dawdling 124
   (12) Not being impulsive 124
   (13) No long-windedness 124
   (14) Using adapted language 124

4. Concreteness 124
   (1) One issue at a time 125
   (2) Direct question 125
   (3) Recent event 125
   (4) First person singular pronoun 125
   (5) Specific goals 125
   (6) Specific means 126

   (7) Present feeling 126

VIII- PERSONALIZING 127
SIXTH STAGE
1. Personalizing the meaning 127
2. Personalizing the problem 128
3. Personalizing the goal 130

IX. REFRAMING 130

SEVENTH STAGE

1. Alternative frame of reference 130
   A. Illustrations 130
      1) Two perspectives 130
      2) Positive perspective 131
      3) Another angle 131
      4) Soft pedalling 131
      5) Open future 132
      6) Fantasy future 132
   B. Reframing 132
      1) Meaning reframing 133
      2) Context reframing 133
2. Advanced Accurate empathy 135
   1) Expressing the implied 135
   2) Identifying themes 135
   3) Connecting islands 136
   4) Concluding from premises 137
   5) Less to the more 137
   6) Summarizing 138
3. Caring Confrontation 139
   A. Challenging 139
      1) Discrepancies 139
         (1) Saying & Doing 139
         (2) One’s view & Others’ view 139
         (3) Is & Wants to be 140
         (4) Verbal & non-verbal 140
      2) Distortions 140
      3) Internal experience 140
      4) Games & smoke screens 140
      5) Excuses 140
B. Manner of Challenging
   1) Based on relationship
   2) Out of Love
   3) With care
   4) Depending on client’s state
   5) Tentatively
   6) Gradually

C. Giving Feedback on:
   1) Behaviour
   2) Observation
   3) Description
   4) More or less behaviour
   5) Here and now
   6) Information sharing
   7) Exploring alternatives
   8) Value of the client
   9) Client’s capacity to receive
   10) Timing
   11) What is said

4. Facilitative self-disclosure
   1) Selective & relevant
   2) Non-burdensome
   3) Appropriate
   4) Flexible

5. Immediacy
   1) Kinds of immediacy
      (1) Relationship immediacy
      (2) Here and now immediacy
   2) Components of immediacy
      (1) Awareness
      (2) Communication
      (3) Assertiveness
   3) Purpose of immediacy
      (1) Better Counsellor- Counsellee relationship
(2) Better Counsellor-others relationship 147
4) Context of immediacy 147
  (1) Different stages 147
  (2) Trust issue 148
  (3) Dependency 148
  (4) Counter dependency 148
  (5) Directionless session 148
  (6) Attraction 148
  (7) Social distance 149

X. INITIATING 150

EIGHTH STAGE

1. General Guidelines 150
   1) Change what can be changed 150
   2) Make the client accept what cannot be changed 151
   3) Prepare the client for the worst 151
   4) Prepare the client to be happy 152
   5) Set the goal: Define the goal 152
      (1) Specific 153
      (2) Measurable 153
      (3) Achievable 153
      (4) Realistic 154
      (5) Tangible 155
      (6) Operationalize the goal 155
      (7) Contracts 156

2. Preliminary knowledge for NLP techniques 157
   1) Submodalities 158
      (1) Finding out Submodalities 159
         a. Distance 159
         b. Size 160
         c. Brightness 161
         d. Colour 162
   2) Anchoring 162
3. Strategies for particular problems 165

1) Pent-up feelings of anger 167
2) Resolving a strained relationship 168
3) Intra-personal problem 168
4) Mourning a death or a loss 168
5) Dealing with dreams 169
   (1) Rewriting the dream 170
   (2) Identifying with a dream element 170
   (3) Gestalt hot chair 170
6) Wanting courage 170
7) Excessive fear 170
8) Future painful experience 170
9) Want of courage to say ‘no’ 171
10) Inability to break in 171
11) Inability to break out 171
12) Inappropriate ego-state function 172
13) Irrational self-talk 172
14) Wanting to know the cause 173
15) Wanting in self-appreciation (Stroke Analysis) 175
   (1) What is a stroke 175
   (2) Positive & Negative 175
   (3) Physical & Psychological 176
   (4) Conditional & Unconditional 176
   (5) Discounting 176
   (6) Indifference 176
   (7) Combination 177

16) Unproductive use of time (Time Structuring) 179
   (1) Withdrawal 180
   (2) Ritual 180
(3) Pastime 180
(4) Games 181
(5) Activities 181
(6) Intimacy 181

17) Destructive life stance (Basic life positions) 182
   (1) I+ U+ 183
   (2) I+ U- 183
   (3) I- U+ 184
   (4) I- U- 185

18) Indecision 186
   (1) Making decision through pros & cons 186
   (2) Making decisions through CRAVE analysis 187
   (3) Forcefield Analysis 188

19) Wanting habit control or behaviour change (SWISH) 190
   (1) What to change 190
   (2) Why change 191
   (3) Secondary gains 191
   (4) Trigger stimulus 191
   (5) Attractive desired state 191
   (6) Present to desired 192
   (7) Altered state after switch 192
   (8) Two Submodalities 192
   (9) Start at optimum 192
   (10) Rehearse 192
   (11) Dissociated desired state 192
   (12) Swishing 193
   (13) Future pacing 193
   (14) Rectification 193

20) Phobias & Traumatic Experiences 193
    (V.K. Dissociation or Time Travelling)
    A. Steps 194
    (1) Anchoring 194
    (2) Original event 194
    (3) Seated in the theatre 194
    (4) Picture on the screen 195
(5) Floating to the projection booth 195
(6) Going through 195
(7) Dissociating 195

B. Example 196

21) Psychosomatic Illness (Reframing) 197
A. Reframing 198
   (1) Meaning Reframing 199
   (2) Context Reframing 199
   (3) Non-Content Reframing 199
B. Steps 200
   (1) Symptoms 200
   (2) Original part 200
   (3) Positive intention 200
   (4) Alternative symptom 200
   (5) Creative part 200
   (6) Choosing alternative symptom 200
   (7) Ecological check-up 201
   (8) Thanking 201

22) Unhealthy Beliefs (Belief Change) 201
A. Steps 202
   (1) Anchoring a limiting belief 202
      a. Remember 202
      b. Relive 202
      c. Anchor 202
   (2) Founding out old beliefs 202
      a. Original experience 202
      b. Significant persons 203
      c. Old beliefs 203
      d. Remove anchor 203
   (3) Reimprinting 203
      a. Positive intention 203
      b. Resources 203
      c. Reimprint 203
   (4) Identifying with characters 203
   (5) Founding new beliefs 203
(6) Future pacing

B. Example

23) Debilitating past History
   (Changing Personal History)
   A. Steps
      (1) Anchor unwanted experience
      (2) Resources
      (3) Anchor resourceful state
      (4) Trigger off both anchors
      (5) Check old experience
      (6) Future pacing

24) Being lethargic about life
   (New Behaviour Generator)
   A. Steps
      (1) Model & You (Observer)
      (2) You (Model) & You (Observer)
      (3) You (Model & Observer)
   B. Example

25) Stunted Psychological growth (Timeline)
   (1) Finding out timeline
   (2) Finding out Submodalities of timeline
   (3) Interpretation
   (4) Changing timeline
   (5) Helpful tips

POST- HELPING PHASE

XI. EVALUATING

NINTH STAGE

XII. CONCLUSION

CHARTS
Charts I: Evolution of Counselling
2. Charles A. Curran’s Model 221
3. Integrative & Directive Model of Robert R. Carkhuff 221
4. Developmental Model of Gerard Egan 222
   4.1. Brief 222
   4.2. Elaborate 222
5. Microskill Model 223
   5.1. Brief 223
   5.2. Elaborate

Chart II. Comparison of Counselling Models
   Non-Directive – directive-
   Developmental – Microskill 226

APPENDIXES

Appendix I: Counselling Format 228
Appendix II: Counselling Dynamics Illustration 230
Appendix III: Verbatim Model 234
Appendix IV: Verbatim Model Illustration 235
Appendix V: Log Model 240
Appendix VI: Log Model Illustration 241

BIBLIOGRAPHY 242

*******
## TRANSACTIONAL ANALYSIS

(Table of Contents)

1. Ego states Analysis ........................................... 61
2. Transactional Analysis .................................... 72
3. Stroke Analysis ............................................. 175
4. Time structuring ........................................... 179
5. Games Analysis ............................................. 179
6. Racket Analysis ............................................ 98
7. Life Script Analysis ....................................... 95
8. Four Basic Positions ...................................... 182

## NEURO-LINGUISTIC PROGRAMMING

(Table of Contents)

1. NLP Epistemology ........................................... 38
2. Sub modalities ............................................... 158
3. Anchoring .................................................... 162
4. Pacing .......................................................... 31
5. Meta-model ................................................... 41
6. Swish ............................................................ 190
7. V.K. Dissociation (Time Travelling) ..................... 193
8. Belief Change ................................................. 201
9. New Behaviour Generator ................................. 207
10. Changing personal History .............................. 206
11. Reframing .................................................... 197
12. Timelines ..................................................... 210

******
### Contents at a Glance

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preface</td>
<td>1</td>
</tr>
<tr>
<td>Introduction</td>
<td>5</td>
</tr>
<tr>
<td>Scope of Counselling</td>
<td>8</td>
</tr>
<tr>
<td><strong>PRE-HELPING PHASE</strong></td>
<td></td>
</tr>
<tr>
<td>Stage 1. Acquainting</td>
<td>13</td>
</tr>
<tr>
<td>Stage 2. Observing</td>
<td>17</td>
</tr>
<tr>
<td>Stage 3. Founding</td>
<td>28</td>
</tr>
<tr>
<td>Stage 4. Diagnosing</td>
<td>91</td>
</tr>
<tr>
<td><strong>HELPING PHASE</strong></td>
<td></td>
</tr>
<tr>
<td>Stage 5. Pacing</td>
<td>113</td>
</tr>
<tr>
<td>Stage 6. Personalizing</td>
<td>127</td>
</tr>
<tr>
<td>Stage 7. Reframing</td>
<td>130</td>
</tr>
<tr>
<td>Stage 8. Initiating</td>
<td>150</td>
</tr>
<tr>
<td><strong>POST-HELPING PHASE</strong></td>
<td></td>
</tr>
<tr>
<td>Stage 9. Evaluating</td>
<td>215</td>
</tr>
<tr>
<td><strong>Conclusion</strong></td>
<td>219</td>
</tr>
<tr>
<td><strong>Charts</strong></td>
<td>221</td>
</tr>
<tr>
<td><strong>Appendixes</strong></td>
<td>228</td>
</tr>
</tbody>
</table>

*****
The purpose of the study: The purpose of the study is to bring forward the ground realities regarding the practice of counselling which was considered to be a sine qua non under the Protection of Women from Domestic Violence Act, 2005. The study reveals the actuality of how counselling remains an alien concept to the victims of marital abuse indicating that counselling is rarely done by the Protection Officers and as a consequence, the victims remain both ignorant as well as fail to reap the benefit of this method of resolution. There are a multitude of counselling approaches that a counsellor, psychotherapist or therapeutic professional may employ throughout the counselling process. A psychodynamic approach opens up the channels to explore repressed thoughts and a client's interaction with other people. Due to the complexity of counselling there are many different approaches to supporting a client through the counselling process.